

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

March 12, 2012
9:00 – 10:30 a.m.
550 S. Vermont Ave., 2nd Floor Conference Room
Los Angeles, CA 90020

Martha Drinan, RN, MN, CNS, Chair

Carol Eisen, M.D., Co-Chair

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:45	SA QIC Reports & Countywide Children's QIC Report	SA QIC Chairs/ Co-Chairs
III	9:45 – 9:55	Cultural Competency Committee Report <ul style="list-style-type: none">➤ Cultural Competency Unit: Reports to QI Division➤ Cultural Competency Plan	S. Chang Ptasinski
IV	9:55 – 10:05	Clinical Issues – OMD Report	C. Eisen
V	10:05 – 10:15	PRO	S. Guerrero R. Jibri
VI	10:15 – 10:20	APS/CAEQRO – Site Review April 16, - April 19, 2012	M. Drinan
VII	10:20 – 10:25	QI Evaluation Report 2011 and QI Work Plan 2012	
VII	10:25 – 10:30		

Next Meeting

April 9, 2012
9:00 – 10:30 a.m.
550 S. Vermont Ave.
2nd Floor Conference Room
Los Angeles, CA 90020

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date	March 12, 2012
Place	550 S. Vermont Ave., 2nd Floor	Start Time:	9:00 a.m.
Chairperson	Martha Drinan, RN, MN, CNS District Chief, QI Division	End Time:	10:30 a.m.
Co-Chair Person	Carol Eisen, M.D.		
Recorder:	Maria Gonzalez		
Members Present	Adri Vermilian; Alan Lert; Alyssa Bray; Carol Eisen; Cassandra Peterson; Don Gonzales; Emilia Ramos; Jeff Kohn; Jessica Wilkins; Julie Agojo; Kia Hayes; Kimberly Floyde-Vanvelzen; Kimber Salvaggio; Kimberly Spears; Leah Carroll; Leticia Ximenez; Lisa Harvey; Lupe Ayala; Marc Borkheim; Maria Gonzalez; Mary Ann O'Donnell; Melody Taylor Stark; Michelle Rittel; Misty Aronoff; Monika Johnson; Sandra Chang Ptasinski; Sylvia Guerrero; Timothy Beyer; Vandana Joshi		
WebEx Participants			
Excused/Absent Members	Ann Lee; Debi Berzon Leitelt; Greg Tchakmakjian; Angela Kahn; Fang Xie; Julie Valdez; Kari Thompson; Kumar Menon; Leslie Shrager; Lisha Singleton; Marcy Pullard; Michelle Chiappone; Nina Johnson; Sam Keo		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	Introductions were made.	M. Drinan
Review of Minutes	The minutes were reviewed and approved.	Minutes were reviewed and approved with requested changes.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
SA QIC Liaison Reports	SA1: Debi Berzon-Leitelt is the new Chair person for Service Area 1.	Next meeting: May 1, 2012. Miesha Worthey will present on HWLA.	K. Floyd-V
	SA2 Adult: Members reviewed requirements for EQRO Site Review.	Next meeting: March 15, 2012. Kimber to share information to SA providers on FSPR.	K. Salvaggio
	SA2 Children: Members reviewed previous information received from QA/QI.	Next meeting: April 19, 2012	M. Rittel
	SA3: Derek Hsieh and Garret Horne from ACCESS Center presented. Protocol Policy was reinforced. Meeting was well informed.	Next meeting: March 21, 2012.	M. Taylor
	SA4: Debbie Innes-Gomberg presented on PEI Outcomes and Procedure Codes.	Next meeting: March 20, 2012.	L. Ximenez
	SA5: Linda Boyd from EOB presented on Emergency Response Protocol. Change of Provider Request Report was also reviewed by SA QIC members. FSP Providers can't write holds on DCFS kids.	Next meeting: May 1, 2012.	M. Johnson
	SA6: There were discussions on Survey Implementation and Implementation on Procedure Codes and on 5010 Implementation and how this is going to affect DMH. Continue to work on improving documentation sharing with Directly Operated and Contract Providers.	Next meeting: March 22, 2012.	K. Spears
	SA7: All surveys are completed and turned in to Dr. Beyer. Members talked about Expedited Response Protocol. Providers should update their list on the IS System.	Next meeting: April 10, 2012.	L. Ayala C. Peterson

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
SA QIC Liaison Reports Cont.	SA 8: Continue to work on QI Project. We are narrowing down the types of services we want to include in the kiosk project.	Next meeting: March 21, 2012.	M. Aronoff
Countywide Children's	Paul McIver provided an update on AB3632. Yoko Sugihara presented on Emergency Response. Also Debbie Innes-Gomberg presented on PEI Outcomes.	Next meeting: May 10, 2012.	L. Harvey
Cultural Competency Committee	Completed review of California Brief Multicultural Competency Scale (CBMCS). The decision was not to recommend adoption of the CBMCS. It doesn't include enough information on stigma, diversity and various other cultures. Also need to continue to focus on reviewing Bilingual Bonus Policy & Procedure. Information on the Cultural Competency Plan submitted to the State.	Next meeting: March 14, 2012. 695 S. Vermont Ave., 15 th Floor at 1:30 p.m.	S. Chang Ptasinski
Clinical Issues OMD Report	Ms. O'Donnell reported that 2 new P&Ps will be forthcoming from the OMD: Management of Aggressive Client Behavior and Consultation Parameters. The Consultation Parameter will provide guidance on conducting indirect consultation, direct consultation, and "e" consultations. The peer review project (of cases with 5 or more psychotropic medications) has been completed.	The Consultation Parameters are still in process. See Clinical Practice webpage for more information.	M. Ann O'Donnell
PRO	Continue to be involved in transition with new Manager. A Training Coordinator was hired. Continue to provide trainings at Service Area QICs on HIPAA Complaints and Notice of Actions.		S. Guerrero
QI Implementation Status Report.	QI Implementation Status Reports were distributed by Dr. Beyer.	If you have any questions please contact Dr. Beyer at (213) 251-6737.	T. Beyer

Agenda Item & Presenter	Discussion & Findings	Decision s, Recommendation s, Actions, & Scheduled Tasks	Person Responsible & Due Date
Provider Directories APS/EQRO Site Review – April 16-19, 2012	<p>Ms. Drinan distributed Provider Directories to every Service Area Chair/Co-Chair with a memo to their District Chief.</p> <p>CAEQRO Site Review will be April 16, - April 19, 2012. Everyone is invited to attend at the opening session on April 16, at 10:00 – 12:00 noon. Wrap-Up session is on April 19, at 1:30 – 2:00 pm and SA 2 and 5 are welcome to attend.</p>	<p>Provider Directory can be downloaded from the website at: http://psbqi.dmh.lacounty.gov/data.htm</p> <p>Ms. Drinan recommended going over the documents distributed to participants together with the Notification Letter in preparation for EQRO.</p>	<p>V. Joshi</p> <p>M. Drinan</p>
Agenda Item & Presenter	Discussion & Findings	Decision s, Recommendation s, Actions, & Scheduled Tasks	Person Responsible & Due Date
Handouts	<p>QI Implementation Status Report</p> <ul style="list-style-type: none"> ➤ Medication Support Services ➤ Co-Occurring Disorders (Substance Use) (COD) 		
Announcement			
Next Meeting	<p>April 9, 2012 9:00 a.m. – 10:30 a.m. 550 S. Vermont Ave. 2nd Floor Conference Room Los Angeles, CA 90020</p>		

Respectfully Submitted,

Martha Drinan, RN, MNS, CNS